



Terms & Conditions

This User Agreement ("Agreement") is made between Auc Wheels Pvt. Ltd. ("Company", "We", "Us") and the registered user ("User", "You").

By registering on our platform, participating in auctions, tenders, or offer negotiations, you agree to follow all terms, rules, and policies stated here.

1. User Registration Requirements(for KYC)

To create an account, :

- the User must provide valid Personal or Company information
- Upload required identification documents (CNIC/Passport or Company NTN, Incorporation Certificate).
- Provide valid contact details (Email, Mobile Number , and Address).
- Pay a Refundable Security Deposit of PKR 275,000.
- Accept all Terms & Conditions of AUC WHEELS Pvt. Ltd.

2. Refund Policy Deposit, (Security/Payment)

2.1 Security Purpose

The security deposit is taken to ensure:

- Serious participation in auctions, tenders, and offer price (negotiations).
- Protection against default, cancellation, or non-payment by the User.

2.2 Refund Policy

The deposit is 100% refundable if:

- Refund of Payments & security deposit will be processed after
- No pending payments . No active purchases.No disputes
- The User closes the account and has no outstanding dues.
- No winning bids or pending payments are left.

2.3 Penalty Policy

The deposit may be deducted if:

- User wins an auction but fails to pay.
- User cancels a confirmed purchase.
- User violates platform rules.

3. Live Auction & Tender Bids Participation Rules

3.1 Bidding Rules

- All bids are legally binding.
- When a User places a bid, it cannot be reversed.
- Highest bid at end will be declared as uder.
- if reserve price is met→ **SOLD**
- If reserve price is not met → **UNSOLD**.
- If Buyer or Seller Request on it→ **CANCELLED**.(Tender & Offer Price Catogery)
- If listing time ends without activity → **EXPIRED**.

3.2 User Status Messages

For Sellers:

- **SOLD** – Item sold successfully.
- **UNSOLD** – Reserve Price Not Met.
- **EXPIRED** – Listing ended without result.
- **CANCELLED** – Seller withdrew or cancelled.

For Buyers:

- **YOU WON SUCCESSFULLY** – You are the highest bidder.
- **SOMEONE ELSE WON SUCCESSFULLY** – Another bidder won.
- **UNSOLD** – Reserve Price not met.
- **CANCELLED** – User or seller cancelled.

4. Offer Price Negotiation (Buy/Sell) Rules

- User may submit offers on listed vehicles or items.
- Negotiated offers are valid for limited time.
- Once an offer is accepted, it becomes a legally binding purchase commitment.
- Failure to pay after acceptance may result in security deposit deduction.





5. Purchase & Payment Terms

5.1 After Winning an Auction

The buyer must:

- Pay full amount within the specified time (usually 7 days).
- Pay applicable taxes, duties, and service charges.
- Provide accurate delivery or pickup instructions.

5.2 Non-Payment

If the User does not pay:

- Auction result will be cancelled due to Buyer Default.
- Security deposit may be fully or partially deducted.
- Account may be suspended.

6. Sale & Delivery Terms

6.1 Local Items

- Delivery or pickup must be completed within the specified timeline.
- Any transportation cost is on user unless stated otherwise.

6.2 Imported / Japan Auction Vehicles

For imported vehicles, Auc Wheels Pvt. Ltd. provides:

- Bidding service in Japan/Pakistan
- Purchase documentation
- Export procedures
- Delivery to Pakistan port
- Clearance assistance (if selected)
- All duties/taxes are buyer's responsibility.

7. User Responsibilities

The User must:

- Provide true and updated information.
- Not use fake documents or false identity.
- Not engage in fraud, manipulation, or misleading activity.
- Respect platform rules and other users.

8. Company Rights

Auc Wheels Pvt. Ltd. reserves the right to:

- Suspend or terminate any user account.
- Cancel any auction in case of fraud or policy violation.
- Update or modify policies without prior notice.
- Approve or reject registration applications.

9. Dispute Resolution

Any dispute between User and Company shall be handled through:

- Internal Complaint System
- Mediation.
- Arbitration (if needed)

10. Privacy Policy

- User data is used only for verification, transactions, and legal compliance.
- Data is never sold to third parties.
- Company may share data with law enforcement if required by law.

11. Termination of Account

- User may request account closure anytime.
- User breach conditions
- in case of fraud or policy violation

12. Acceptance

By registering, the User acknowledges:

"I have read, understood, and agree to all terms, rules, and conditions of AUC WHEELS Pvt. Ltd. including the PKR 275,000 security deposit policy. I accept auction, tender, negotiation, sales and purchase rules. I agree to the Privacy Policy and Terms & Conditions."

